

**TITLE: Fees Refund/Reversal of Charges Appeal Policy for Students**

**Date of Approval: January 12, 2016;  
January 31, 2019; June 27, 2019**

**Mandatory Review  
Date: June 27, 2022**

**Approved By:**  
 Board of Governors  
 President and Vice  
Presidents

**Effective Date: June 27, 2019**

## 1. Purpose

This policy provides a framework outlining the circumstances in which The Sheridan College Institute of Technology and Advanced Learning (Sheridan) will grant a fee refund/reversal of charges for Students for circumstances that occur beyond the normal refund period.

Sheridan recognizes that extenuating and exceptional circumstances can occur and may impact a student's ability to remain enrolled in a program and/or course(s). This policy provides a framework in which Sheridan's Fees Refund/Reversal of Charges Appeal Committee will approve a back-dated withdrawal to grant a fee refund/reversal of charges for circumstances that have occurred outside of the published timeframe when refunds for program withdrawals and course drops would normally be processed.

## 2. Scope

This policy applies to Students who are requesting a refund or reversal of fees and are enrolled in a postsecondary program of instruction that leads to a Sheridan Degree, Certificate, Diploma, Advanced Diploma or Graduate Certificate.

## 3. Definitions

**Ancillary Fees:** Fees charged to support services and activities distinct from academic programming or general overhead for the institution. Examples of ancillary fees include convocation fees, student activity fees, athletic fees, health care and insurance fees, field trip fees and fees associated with the cost of buildings such as student centre<sup>1</sup>

**Compulsory ancillary fees:** Ancillary fees that a student is required to pay in order to enrol in or successfully complete any course or program of instruction. There are two types of compulsory ancillary fees:

1. Program ancillary fees which are compulsory for students in applicable programs\*;
2. Institutional ancillary fees which are compulsory for all students.<sup>2</sup>

<sup>1</sup> Minister's Binding Policy Directive, Tuition and Ancillary Fees, revised December 2013, page 3

<sup>2</sup> Minister's Binding Policy Directive, Tuition and Ancillary Fees, revised December 2013, page 3

\*Note: Examples include program-specific kits and/or equipment.

**Immediate Family:** The parents, siblings, spouse, children, grandparents and grandchildren, as well as any relative who lives in the same household, as an individual who is subject to this policy.

**Postsecondary program of instruction:** A group of related courses that conforms to the levels of learning articulated in the Credentials Framework and leads to the awarding of a credential.<sup>3</sup>

**Non-refundable Tuition Deposit:** An amount that is paid as part of the student's total tuition fees for the academic year to secure a student's enrolment at a college and would not be returned to the student.<sup>4</sup>

**Refund:** reimbursement of fees already paid to Sheridan.

**Reversal:** means to remove the posting of charges that have not yet been paid.

**Tuition Fees:** fees representing the student's contribution towards the general costs of program delivery; general operating costs and capital expenditures supported by capital grants.<sup>5</sup>

#### 4. Policy Statement

- 4.1 Students are responsible for familiarizing themselves with the Fees Refund/Reversal of Charges Policy and Procedure, as well as fee payment deadlines, withdrawal deadlines and refund policies as they pertain to their program of study.
- 4.2 Fees Refund/Reversal of Charges Appeals will be considered for the following reasons which include, but are not limited to:
  - a) Health grounds: (e.g. unanticipated onset of health-related illness, condition, crisis or surgery)
  - b) Personal grounds: (e.g. accident, critical illness or death of an immediate family member or an unexpected life changing event that is at no fault of the Student)
  - c) Procedural grounds: (Administrative error by a Sheridan staff member or department)
- 4.3 Fees Refund/Reversal of Charges Appeals will not be considered for courses that the student has completed and or intends to complete and expect to retain course credit.
- 4.4 An appeal for a fee refund/reversal of charges will only be considered for completed courses where the Student has support from their program and the Registrar for retroactive withdrawal from the course.
- 4.5 Fees that were paid through government agencies (e.g. National Student Loan, OSAP, Second Career, WSIB), Bursaries, Sponsorship or external agencies may be refunded back to the funder rather than to the student

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<sup>3</sup> Enrolment Reporting and Audit Guidelines, Ministry of Training, Colleges and Universities, revised May, 2015, page 8

<sup>4</sup> Enrolment Reporting and Audit Guidelines, Ministry of Training, Colleges and Universities, revised May, 2015, page 8

<sup>5</sup> Enrolment Reporting and Audit Guidelines, Ministry of Training, Colleges and Universities, revised May, 2015, page 10

4.6 Compulsory Ancillary Fees (program fees) are refunded at the discretion of the academic Faculty and include items such as program kits and/or equipment.

4.7 As part of the decision process, the Fees Refund Appeal Committee may be required to reach out to other parties (internal and external to Sheridan) to corroborate the details provided in the Application for Fees Refund/Reversal of Charges form and/or other accompanying documentation.

4.8 The decision rendered through this established Appeal process is deemed final and binding and not subject to further appeal unless new, pertinent information is presented to the Fees Refund/Reversal of Charges Appeal Committee.

4.9 The Responsible Office for this Policy shall be the Office of the Registrar.

## 5. **Related Documentation (Procedures/Additional Policies/Forms)**

[Fees Refund/Reversal of Charges Appeal Procedure for Students](#)

Withdrawal Form - International

Withdrawal Form - Domestic

[Application for Fees Refund](#)

[Student Health Certificate](#)

[Admission Policy](#)

Ministry of Training, Colleges and Universities, Minister's Binding Policy Directive, Tuition and Ancillary Fees December 2013